



## Chapter 8 – Important URLs and Helpdesk Tickets

### *Overdue Print Notices*

Overdue notices are sent as a courtesy from the Evergreen Indiana Libraries. Failure to receive notices does not exempt patrons from the responsibility for payment for library materials or overdue fines and fees.

Patrons who provide an email address will receive an email notice three days before their materials are due and an email notice on the day their materials are due.

Overdue notices are notices are generated for each library. The print notices are made available to the library via a unique URL. Each member library must access the URL and review the print notice PDF. The library should then mail the print notices. Print notices are not generated and mailed by the consortium. To access the print notices: type in the following URL:

<https://evergreen.lib.in.us/notices/XXXX/index.html>

(Substitute the XXXX with your library's short name abbreviation, *e.g.*, Greenwood Public Library would use GWPLG.)

The following screen will display:

Please log in to view this report	
Username or barcode:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Log in"/>	

Enter your Evergreen log in and password (e.g., local admin or circ log-in).

The following screen will display with a link for each day. Click on the link and the PDF will display. Please note that notices are automatically deleted after 30 days.

## Greenwood County Printable Overdue Notices

- [gwplg-45day-2010-04-16.pdf](#)
- [gwplg-45day-2010-04-18.pdf](#)
- [gwplg-45day-2010-04-19.pdf](#)
- [gwplg-90ormoreday-2010-04-15.pdf](#)
- [gwplg-90ormoreday-2010-04-17.pdf](#)
- [gwplg-overdue-2010-03-20.pdf](#)
- [gwplg-overdue-2010-03-21.pdf](#)
- [gwplg-overdue-2010-03-22.pdf](#)
- [gwplg-overdue-2010-03-23.pdf](#)
- [gwplg-overdue-2010-03-24.pdf](#)
- [gwplg-overdue-2010-03-25.pdf](#)
- [gwplg-overdue-2010-03-26.pdf](#)
- [gwplg-overdue-2010-03-27.pdf](#)
- [gwplg-overdue-2010-03-28.pdf](#)
- [gwplg-overdue-2010-03-29.pdf](#)
- [gwplg-overdue-2010-03-30.pdf](#)
- [gwplg-overdue-2010-03-31.pdf](#)
- [gwplg-overdue-2010-04-01.pdf](#)

A first overdue notice will be generated and can be sent via email or U.S. First Class mail 14 days after the due date. A second overdue notice will be generated and can be sent via U.S. First Class mail 28 days after the due date.

The final notice, which declares the items “Lost” and assesses the replacement cost of the overdue materials and related costs, including processing and collection costs, will be generated and can be sent via U.S. First Class mail 45 days after the due date.

## ***Daily Reconciliation Reports***

Daily reconciliation reports are provided to each library in conjunction with the Evergreen Indiana Payment Program which is mandatory for all Evergreen Indiana libraries. These reports are provided to bookkeeping staff on a daily basis. If a report is not available for a specific day, there were no funds collected on behalf of other libraries.

To access the reports, library staff should go to the following URL to get reports on what payments have been taken in on behalf of other libraries.

XXXX is your library system abbreviation in the following URL:

<https://evergreen.lib.in.us/recon/XXXX/index.html>

Download all reports available for the day you are reconciling. If there is no report for a specific payment or transaction type, that means there were no transactions with those specific qualifications:

Staff must download these reports and save them on regular basis as they function like the overdue notices and will be deleted at the end of thirty days.

## OPAC URL

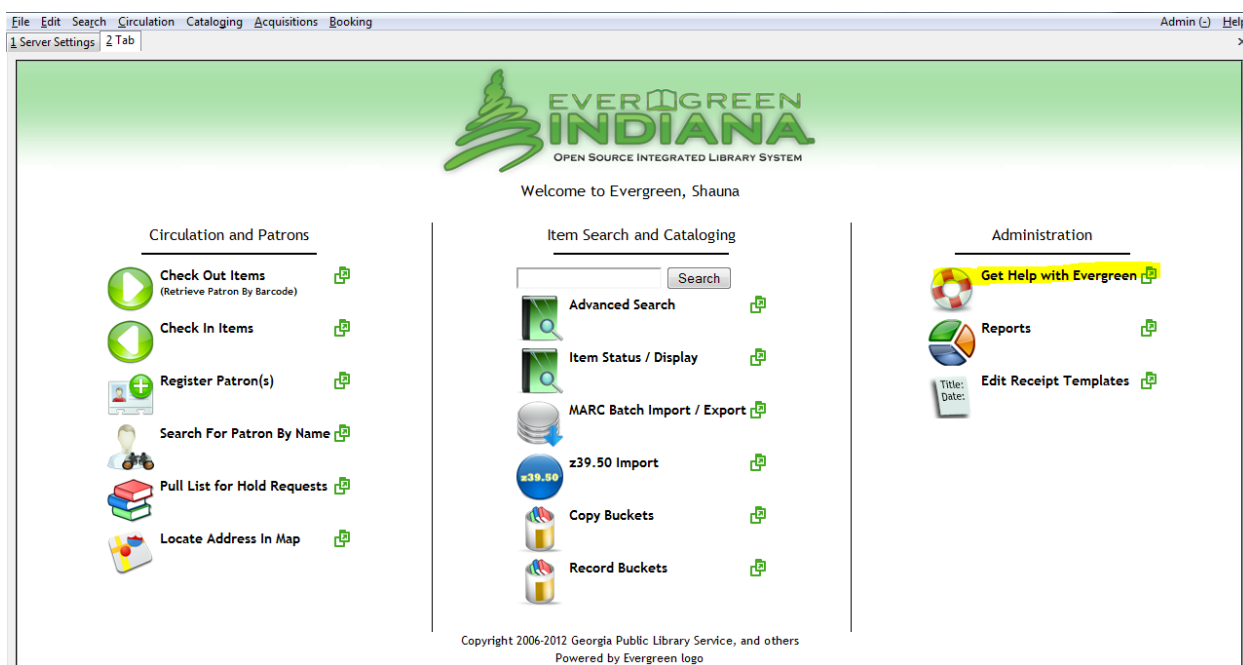
Each library is required by State Library Standards to provide a link to their OPAC on their website. Libraries can use the URL below and replace the XXXX with their own library system abbreviation, a list of which can be found on the [Staff Training Documents website](#) under Circulation.

<http://evergreen.lib.in.us/opac/en-US/skin/default/xml/index.xml?ol=XXXX>

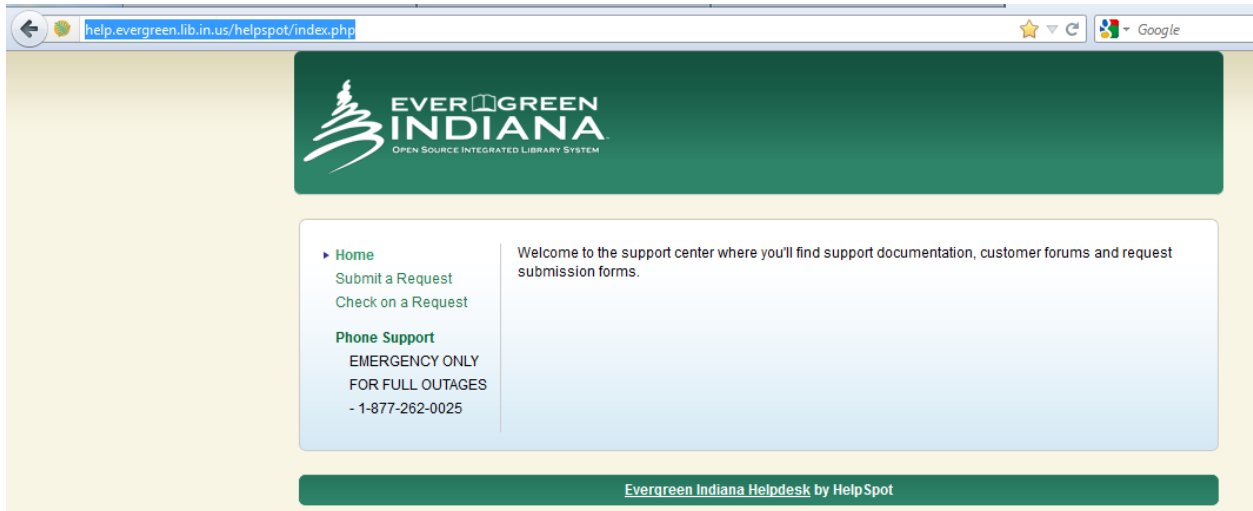
## Helpdesk Tickets

There are two ways to submit a helpdesk ticket:

- 1) Through the staff client. From the splash page, click on Get help with Evergreen.



- 2) Through your internet browser at the following URL:  
<http://help.evergreen.lib.in.us/helpspot/index.php>



- 3) Click on Submit a Request. The most important thing to remember when submitting a helpdesk ticket is to include as much and as complete information as possible. It is always a good idea to include screenshots whenever possible to provide the helpdesk staff with visual cue.

Screenshot How To with [Windows](#) and [MAC](#).

If you need instructions on attaching documentation to the helpdesk ticket, please follow the steps below.


- 4) The first part of the helpdesk ticket includes your Name, Email Address and Phone number. Please be aware that it is difficult to determine the library with which you are affiliated if you use an email address that does not use the library name.

Example 1: [john@pieintheskypubliclibrary.org](mailto:john@pieintheskypubliclibrary.org)

Based on this email address, we can tell that John works at Pie in the Sky Public Library.

Example 2: [john@yahoo.com](mailto:john@yahoo.com)

In Example 2, we cannot tell what library John is affiliated with and that makes answering one of his technical questions a bit more difficult.



Home  
▶ **Submit a Request**  
Check on a Request

**Phone Support**  
EMERGENCY ONLY  
FOR FULL OUTAGES  
- 1-877-262-0025

### Submit a Request for Assistance

Please complete the form below detailing your request and a member of our support staff will respond as soon as possible.

**Name:**

**Email:**

**Phone:**

- 5) Choose the Type of Request from the drop-down box and then type in the full public library name.

#### **Request Details**

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How would you categorize this request?:

Evergreen Indiana ▼

**Library Name:**

Pie in the Sky Public Library

- 6) The section below is where you describe the technical issue. Try using the three sections as much as possible rather than cramming all of the issue report into the first section.

This is what I DID:

This is what I EXPECTED to happen:

This is what ACTUALLY happened:

- 7) This is section where you can attach documentation or your saved screenshot. Click the Browse button and navigate to the correct folder.

Attach a supporting document (optional):

- 8) The next portion is a security setting to prevent spamming of the helpdesk ticketing system. In order to submit the ticket, you must enter the words that you see or click the Change Words button to see different words. Enter the words and punctuation exactly as it appears. Then click Submit Request!

Please type the security words - [change words](#)



The image shows a reCAPTCHA security interface. At the top, a box displays two words: "Dryden," and "ayaryak". Below this, a text input field is labeled "Type the two words:". To the right of the input field are icons for refreshing the words, a speaker icon for audio, and a question mark icon. The reCAPTCHA logo is also present, with the text "stop spam. read books." below it. Below the input field and icons is a "Submit Request" button.